Helper--Instant Message
File Edit Friend Format Help
To: Helper
From: robertdnischwitz
40
42
robertdnischwitz: Can you tell me the location and status of my order?
Helper: Hello Mr. Nischwitz, currently four packages are in transit to your home address. Their tracking numbers are as follows:
1. 1Z 774 965 12 4496 424 1, shipped from Amazon, (Dallas, TX)
2. 2A 456 221 11 2234 445 6, shipped from Eastbay, (New York, NY)
3. 1W 432 234 55 6788 654 2, shipped from Crate & Barrel, (Chicago, IL)
4. 2Z 211 378 87 8766 545 4, shipped from Harbor Freight, (Boston, MA)
For which package or packages would you like tracking information?
Note: This message response was automatically generated by the customer messaging system
B I U
Arial
10
Invite Friends
Ignore User
Send
Close
Last message received on 3/21/2001 at 12:52 PM

FIG. 4A

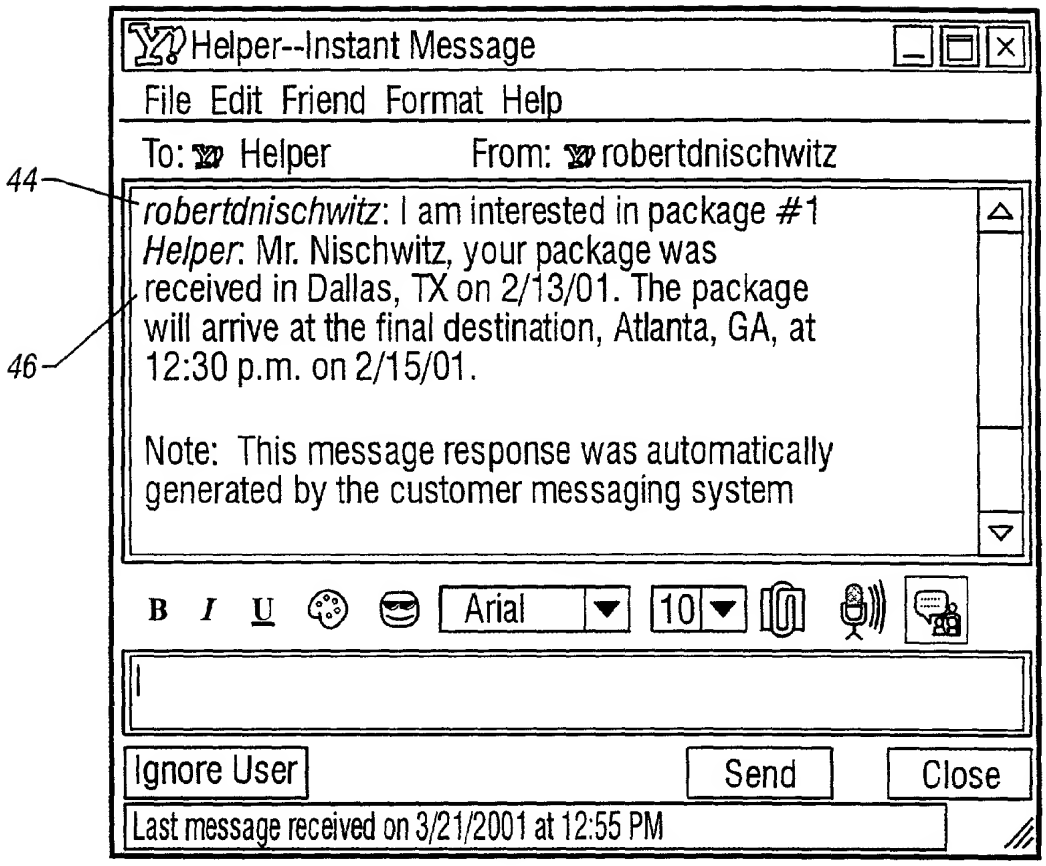
Helper--Instant Message
File Edit Friend Format Help
To: Helper
From: robertdnischwitz
44
46
robertdnischwitz: I am interested in package #1
Helper: Mr. Nischwitz, your package was received in Dallas, TX on 2/13/01. The package will arrive at the final destination, Atlanta, GA, at 12:30 p.m. on 2/15/01.
Note: This message response was automatically generated by the customer messaging system
B I U
Arial
10
Ignore User
Send
Close
Last message received on 3/21/2001 at 12:55 PM

FIG. 4B

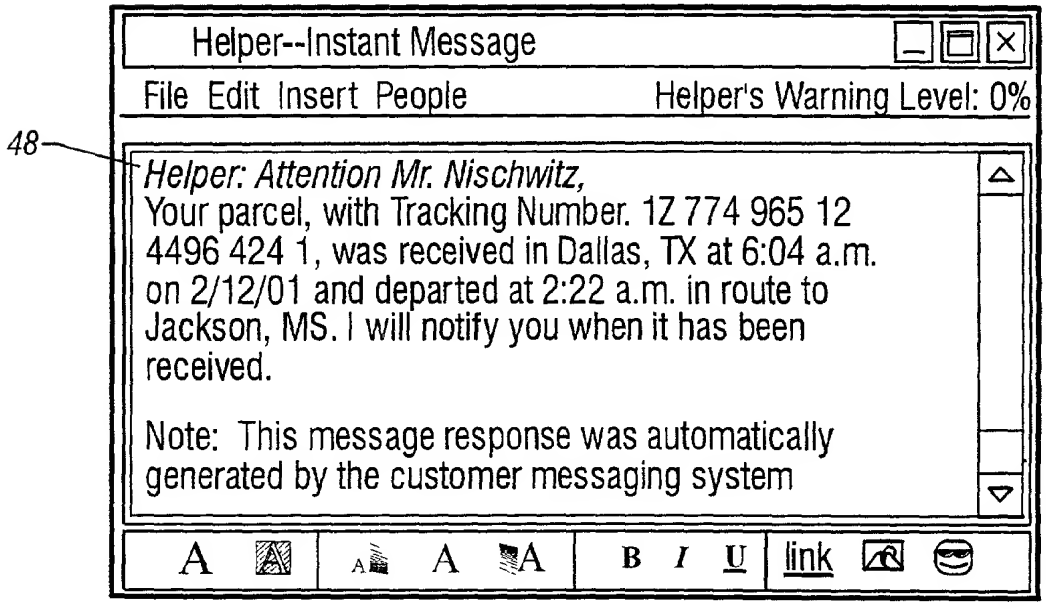
Helper--Instant Message
File Edit Insert People
Helper's Warning Level: 0%
48
Helper: Attention Mr. Nischwitz,
Your parcel, with Tracking Number. 1Z 774 965 12 4496 424 1, was received in Dallas, TX at 6:04 a.m. on 2/12/01 and departed at 2:22 a.m. in route to Jackson, MS. I will notify you when it has been received.
Note: This message response was automatically generated by the customer messaging system
B I U
link

FIG. 4C

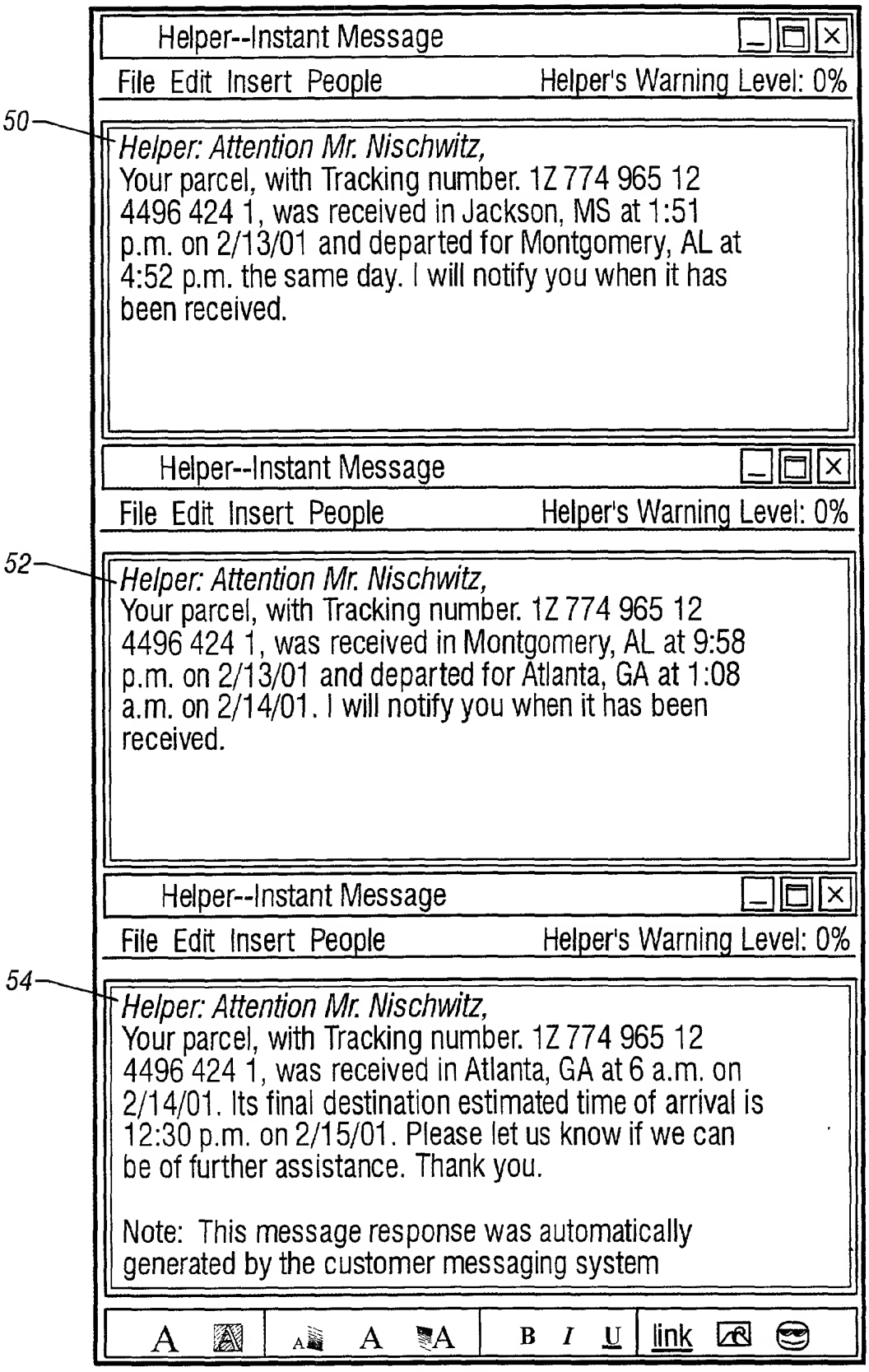
Helper--Instant Message
File Edit Insert People
Helper's Warning Level: 0%
50
Helper: Attention Mr. Nischwitz,
Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Jackson, MS at 1:51 p.m. on 2/13/01 and departed for Montgomery, AL at 4:52 p.m. the same day. I will notify you when it has been received.
Helper--Instant Message
File Edit Insert People
Helper's Warning Level: 0%
52
Helper: Attention Mr. Nischwitz,
Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Montgomery, AL at 9:58 p.m. on 2/13/01 and departed for Atlanta, GA at 1:08 a.m. on 2/14/01. I will notify you when it has been received.
Helper--Instant Message
File Edit Insert People
Helper's Warning Level: 0%
54
Helper: Attention Mr. Nischwitz,
Your parcel, with Tracking number. 1Z 774 965 12 4496 424 1, was received in Atlanta, GA at 6 a.m. on 2/14/01. Its final destination estimated time of arrival is 12:30 p.m. on 2/15/01. Please let us know if we can be of further assistance. Thank you.
Note: This message response was automatically generated by the customer messaging system
A
A
A
B I U
link

FIG. 4D